

BUILDING DEVELOPMENT COMMISSION

Minutes of June 20, 2017 Meeting

Vice-Chair, Travis Haston, opened the Building Development Commission (BDC) meeting at 3:05 p.m. on Tuesday, June 20th 2017.

Present: Hal Hester, Glenn Berry, Terry Knotts, Melanie Coyne, Ben Simpson, Travis Haston, Michael Stephenson, Rodney Kiser, John Taylor, Scott Shelton, Tom Brasse, Paul Stefano and Andrew Kennedy

Absent: Jonathan Bahr and Walter Kirkland

1. MINUTES APPROVED

Melanie Coyne made the motion to approve the minutes from the May 18th Building Development Commission Meeting asking for corrections on page two. Travis Haston seconded the motion which passed unanimously. Rebecca Wright will revise the 5.18.17 BDC meeting minutes and distribute to all.

2. BDC MEMBER ISSUES AND INDUSTRY ASSOCIATION ISSUES

Former BDC member Hal Hester introduced new member Paul Stefano who will replace him as the Charlotte Plumbing, Heating and Cooling Association representative. Paul gave a little background about himself.

3. PUBLIC ATTENDEES

No public attendee issues.

4. CUSTOMER SERVICE SURVEY

Patrick Granson introduced Ed Gagnon to provide an overview of the 2017 survey results. Patrick provided an electronic copy of the Customer Satisfaction Survey in the June meeting package emailed to all members on Friday June 6th. Mr. Gagnon has worked with Code Enforcement for many years surveying targeted industry groups who access County Code Enforcement services. Ed described how the survey is structured, response rate results, significant findings and conclusions. See attached survey results.

5. INSPECTOR CLIENT SURVEY TOOL

David Gieser gave an overview of the inspector client survey.

6. E-PLAN

Patrick Granson described the e-plan agreement which was established some years ago, to assist major *tract* builders with single family master plans and the many options to consider, resulting in a single review/building permit process recognized by both the City of Raleigh and Mecklenburg County. Currently, Mecklenburg County is performing more than 90% of this work within the plan review area at a cost of \$16,728.00 for this reciprocity agreement. The 2013 supplemental agreement entitled HOSTING OF THE RESIDENTIAL RECIPROCAL REVIEW PROGRAM STATEMENT OF WORK which the County agreed to pay the City for providing web hosting for the Residential Reciprocal Review Program, allowed either party to terminate the Hosting Agreement with twelve months' written notice. On June 6th, we provided written notice of termination to the City of Raleigh effective June 30, 2018. Moving forward, all parties agreed to honor the FY18 contract through year-end, while both departments pursue new processes to accommodate this service stream. It was agreed by all to **terminate the agreement effective July 1st 2018.**

7. DEPARTMENT STATISTICS AND INITIATIVE REPORT

May 2017 Statistics

Permit Revenue

- May permit (only) rev - \$2,566,684 compares to Apr. permit rev - \$2,277,132
- FY17 budget projected monthly permit rev; 2,100,400.
- YTD permit rev = \$25,604,562 is above projection (\$21,999,505) by \$3,605,057 or 16.39%.

Construction Value of Permits Issued

- Report temporarily suspended.

Permits Issued:

	Apr.	May	3 Month Trend
Residential	5784	6480	5630/5784/6480
Commercial	2508	2875	3177/2508/2875
Other (Fire/Zone)	286	357	350/286/357
Total	8578	9712	9157/8578/9712

- Changes (Apr.- May); Residential up 10.7%; commercial up 12.8%; total up 11.6%

Inspection Activity: inspections performed

Insp. Req.	Apr	May	Insp. Perf.	Apr	May	% Change
Bldg.	7720	9048	Bldg.	7650	9100	+16%
Elec.	8101	9604	Elec.	7166	8683	+17%
Mech.	4381	5123	Mech.	3918	4729	+17%
Plbg.	3821	4110	Plbg.	3253	3662	+11%
Total	24,023	27,885	Total	21,897	26,174	+16%

- Changes (Apr. – May); requests up 14%; inspect performed up 16% overall
- Insp performed were 94% of insp. requested

Inspection Activity: inspections response time (new IRT report)

Insp. Resp. Time	OnTime %		Total % After 24 Hrs. Late		Total % After 48 Hrs. Late		Average Resp. in Days	
	Apr.	May	Apr.	May	Apr.	May	Apr.	May
Bldg	82	86	97	97	99.5	99.8	1.20	1.17
Elec.	78	80	96	98	99.7	99.8	1.35	1.27
Mech.	76	80	96	97	99.7	99.8	1.28	1.24

Plbg.	84	87	98	99	99.7	100	1.18	1.44
Total	80	83	97	98	99.7	99.8	1.26	1.26

- Overall average for OnTime % is 83%
- Per the BDC Performance Goal agreement (7/20/2010), the goal range is **85-90%**; May is currently **2% below goal range**.

Inspection Pass Rates for May 2017:

OVERALL MONTHLY AV'G @ 82.5% in May, same as April 82.5%

Bldg: April –75.90%
May –76.09%

Elec: April – 82.57%
May – 83.37%

Mech: April – 86.99%
May – 86.83%

Plbg: April – 87.82%
May – 86.86%

- Overall average at 82.5%, above the 75-80% goal range.

OnSchedule CTAC and Booking Lead Times for May, 2017

CTAC:

- 94 first reviews, compared to 92 in April
 - Project approval rate (pass/fail) – 68%
 - CTAC was 30% of OnSch (*) first review volume
- *CTAC as a % of OnSch is based on the total of only scheduled and Express projects

On Schedule:

- January, 16: 188 -1st rev'w projects; on time/early–85.85% all trades, 84.64% on B/E/M/P only
- February, 16: 219 -1st rev'w projects; on time/early–84.88% all trades, 82.75% on B/E/M/P only
- March, 16: 241 -1st rev'w projects; on time/early–84% all trades, 85.25% on B/E/M/P only
- April, 16: 240 -1st rev'w projects; on time/early–88.38% all trades, 91.25% on B/E/M/P only
- May, 16: 237 -1st rev'w projects; on time/early–90.62% all trades, 94.5% on B/E/M/P only
- June, 16: 230 -1st rev'w projects; on time/early–91.63% all trades, 95% on B/E/M/P only
- July, 16: 215 -1st rev'w projects; on time/early–91.9% all trades, 93% on B/E/M/P only
- August, 16: 219 -1st rev'w projects; on time/early–92.75% all trades, 93.25% on B/E/M/P only
- September, 16: 246 -1st rev'w projects; on time/early–91.79% all trades, 93.6% on B/E/M/P only
- October, 16: 241 – 1st rev'w projects; on time/early – 93.5% all trades, 94.4% on B/E/M/P only
- November, 16: 226 – 1st rev'w projects; on time/early – 92.2% all trades, 92.4% on B/E/M/P only
- December, 16: 225 – 1st rev'w projects; on time/early – 93.3% all trades, 94.2% on B/E/M/P only
- January, 17: 217 – 1st rev'w projects; on time/early – 89% all trades, 90% on B/E/M/P only
- February, 17: 237 – 1st rev'w projects; on time/early – 91.35% all trades, 92.8% on B/E/M/P only
- March, 17: 279 – 1st rev'w projects; on time/early – 88.7% all trades, 90% on B/E/M/P only
- April, 17: 216 – 1st rev'w projects; on time/early – 90% all trades, 93% on B/E/M/P only
- May, 17: 303 – 1st rev'w projects; on time/early – 93% all trades, 96% on B/E/M/P only

Booking Lead Times

- On Schedule Projects: **for reporting chart posted on line**, on May 30, 2017, showed
 - 1-2 hr projects; at 2–5 work days booking lead,

- 3-4 hr projects; at 2-9 work days lead,
- 5-8 hr projects; at 2-21 work days lead,
- CTAC plan review turnaround time; BEMP at 1 work day, (as well as all others @ 1 day)
- Express Rev'w booking lead time; 11 work days for small projects, 16 work days for large projects

Customer Service Center

- **Walk-In Volume** - LUESA 5,334 / Code 3,467 / CSC 956
- **Customer Wait Time** – *reported quarterly*
- **Phone Volume** - Code 9,628 (438 avg. day), CSC 2,310 (105 avg. day)
- **Call Wait Time** - *reported quarterly*
- **Call Interaction Time** - CSC 1.48 mins.

Fire Marshal's Office

- Inspections Performed (new) – 89
- Plan Reviews Performed - 108
- Recurring Fire Inspections – 760
- Public Education Programs – 0
- Fire / Other Incident Investigations - 9

8. Manager/CA Added Comments

No added comments.

9. Adjournment

The June 20th meeting of the Building Development Commission adjourned at 4:12 p.m. The next meeting of the Building Development Commission is scheduled for Tuesday, July 18th 2017.